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From:

"Birnbaum, Terese M." <tbirnbau@state.nd.us>

To:

"access@fcc.gov" <access@fcc.gov>

Date:

Fri, Jun 29, 2001 4:20 PM

Subject:

Docket #98-67- Consumer Complaints for TRS

ACCENTED

CC. Norket 98-67

JUL 13 2001

THE OF THE STATE OF

Magalie Roman Salas FCC 445 12th ST. S.W. Washington, DC 20554

Dear Magalie,

Please find attached the annual complaint log (attachment #1) for the State of North Dakota, as well as a summary (attachment #2) as required by the TRS Order.

This information will also arrive in the US Mail to the address above.

Please review the information attached if this information is not sufficient, please contact me and I will be happy to provide further information.

Thank you.

Terese M. Birnbaum

Telecommunications Analyst / Relay North Dakota Administrator. Information Technology Department - To provide leadership and knowledge to assist our customers in achieving their mission through the innovative use of information technology. 701-328-3266 tbirnbau@state.nd.us

No. of Copies roo'd OT / List A B C D B Magalie Roman Salas FCC 445 12th ST. S.W. Washington, DC 20554

Dear Magalie,

Please find attached the annual complaint log (attachment #1) for the State of North Dakota, as well as a summary (attachment #2) as required by the TRS Order.

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701-328-3266 tbirnbau@state.nd.us

MISC COMPLAINTS #31 OSD 0% n No 900 Number #32 0% #33 Carrier of Choice 0% #34 Network Recording 0% #35 Other 100% TOTAL TOTAL CONTACT 4

#29 Other Technical Type Complaint

	North Dakota (revised)		T	T	T	T	T 240	Γ	L	1 4.4	L 60	T ===	T 66	1 444	1
	June-00	AZ	FL	LU	MD	MN	МО	NM	NY	OH	SD	į TX	_ cs	AM	TOTALS
	COMMENDATION	Γ	r	1	Τ	1	T	Γ	1		1	ſ	Г	T	1
	Agents Service	 		-		 	 	-	 	<u> </u>	<u> </u>		 	 	0
	TOTAL	0	0	0	0	0	0	0	0	0	1	0	0	0	1
	SERVICE COMPLAINTS	<u> </u>		<u> </u>	<u> </u>	<u> </u>							-		
#00	Answer Wait Time					ľ	Ī								0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.											I			0
#03	Didn't Follow Cust. Instruct.			1					I			<u> </u>			0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller										2	<u> </u>			2
#06	Poor Spelling										Ĺ				0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone								<u> </u>						0
#09	Everything Relayed						<u> </u>			 	Ĺ	[<u> </u>	0
#10	HCO Procedures Not Followed	L		ļ <u> </u>			ļ			L		ļ	<u> </u>	ļ	0
#11				ļ			L	ļ	ļ			<u> </u>	ļ		0
i	Two-Line VCO Procedures Not Fo						ــــــ		<u> </u>			ļ	 _	ļ	0
	Background Noise Not Typed	<u> </u>				<u></u>	<u> </u>		<u> </u>			<u> </u>	ļ	<u> </u>	0
	Feelings Not Described	L	ļ	<u> </u>	ļ		<u> </u>	<u> </u>	ļ	<u> </u>	ļ	_	<u> </u>	ļ	0
	Recording Feature Not Used	<u> </u>		ļ	 	ļ	 -	<u> </u>	 			 	├ —	<u> </u>	0
1	Noise in Center	ļ		<u> </u>	ļ		<u> </u>	<u> </u>	<u> </u>			↓	 		0
#17	Agent Was Rude	<u> </u>	_	-	-	 	<u> </u>	<u> </u>	 	— —		 	 		0
#18	Problem Answer Machine	<u> </u>	 		 		 			 	ļ	 	-		0
#19	Spanish Service	 				 	 _		<u> </u>	├		 	Ļ	ļ	0
#20	Speech to Speech	<u> </u>	<u> </u>	ļ	-	ļ			ļ			ļ			0
#21			ļ	-	ļ		ļ- <u>-</u>	ļ				<u> </u>			0
<u> </u>	TOTAL	0	0	0	0	0	0	0	0	0	2	0	0	0	2
#22	TECHNICAL COMPLAINTS			1	т	г	т——	T	1			T	T	T	
	Lost Branding Charged for Local Call		 	 	 	<u> </u>		 	 			 			0
l l	Trouble Linking Up	<u> </u>	├─	 					 	 	4	 	1	1	2
#25	Line Disconnected			┼	 	 	 -	<u> </u>	 		1	 	 		0
#26	Garbled Message	 	 	 	 	 	 		<u> </u>						0
#27	Database Not Available	-			 	 	 	\vdash	 			<u> </u>			0
#28	Spit Screen				 	 	 -					 			0
#29	·		-	 	 			-				<u> </u>			0
	TOTAL	0	0	0	0	0	0	0	0	0	1	0	1	0	2
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service								1			1			0
#32	900 Number Access		i –												0
#33	Carrier of Choice					I									0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	3	0	1	0	4
	OTHER CALLS	·····		·			<u> </u>					•			
#36	Branding/Database entry														0
#37	Request Directory Assistance														0
#38	Test Calls					<u> </u>							6		6
#39	Instructions/General]							7		7
#40	Send Information		L										_ 1		1_
#41	Billing Question												2		2
	Purchase TTY												6		6
#43	Referred to LEC												8		8
	Wanted Sprint Cust Svc												2		2
#45	Other														0
<u></u>	TOTAL	0	0	0	0	0	0	0	0	0	0	0	32	0	32
	NON-STATE REPORTED														
#46	Request Relay Number												2		2
<u></u>	TOTAL	0	0	0	0	0	0	0	0_	0	0	0	2	0	2
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	4	0	35	0	39
AZ	Contacts reported by Demarco/Burnett					NY	Contacts	s reporte	ed by Th	omas					
FL	Contacts reported by Davis					ОН			ed by Cn						

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

МО Contacts reported by Brown

NM Contacts reported by Costelio

Contacts reported by Cruz ОН

\$D Contacts reported by Ezis

ΤX Contacts reported by Behringer

Contacts reported by Customer Service Department CS

	North Dakota (revised)					***************************************	*********		,	·		-		_	1
	July-00	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	<u> </u>
	COMMENDATION	_	1				- F				· ·			1	TOTALS
	Agents	-	 	-	+						4		 		4
	Service TOTAL	0	0	0	0	0	0	0	0	0	4	0	0	0	4
	SERVICE COMPLAINTS						, ,								
#00	Answer Wait Time	T -	T	Т	T		T				Γ.	ſ	T	Γ	0
#01	Dial Out Time		1	1			†	1				 			0
#02	Didn't Follow Database Inst.	\vdash		 	$\overline{}$			 	 						0
#03	Didn't Follow Cust, Instruct.			 	T										0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller												T		0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy		<u></u>	<u> </u>			<u> </u>								0
#08	Poor Voice Tone			L											0
#09	Everything Relayed	<u></u>	ļ	 		Ь		<u> </u>				ļ	ļ		0
#10	HCO Procedures Not Followed	<u></u>	ļ	ļ	└	<u> </u>		1				ļ	ļ	<u> </u>	0
#11	VCO Procedures Not Followed		ļ	ļ	↓	<u> </u>	<u> </u>				<u> </u>	ļ	 		0
#12	Two-Line VCO Procedures Not Fo	-	<u> </u>		 	 		<u> </u>			ļ	ļ	ļ	<u> </u>	0
#13	•		₩-	├ ──	├	 	-				 -	 			0
#14	-	-	 	 		 	-	 			 	 		 	0
#15 #16	Recording Feature Not Used	-	 	 	 		 				 			<u> </u>	0
#10	Noise in Center Agent Was Rude	<u> </u>	 	├─-	 	 	 					-			0
#18	Problem Answer Machine		-	 	+		 	 	-		-		 	-	0
#18	Spanish Service		 	 -	 	 	-	 				-	 	 	0
#20	Speech to Speech			 	 		1						 	 	0
#21	Other Service Type:			 	 			-					 	 	0
<u> </u>	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS	• -								<u> </u>			<u> </u>		
#22	Lost Branding	L		L											0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available	<u></u>		L											0
#28	Spit Screen	ļ										ļ			0
#29	Other Technical Type:	<u> </u>			—										0
<u></u>	TOTAL	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	MISC. COMPLAINTS	т —	T				,			- 1		Γ			
#30	Rates TTY Operator Service	<u> </u>		ļ	—			 				<u> </u>	-		0
#32	900 Number Access	ļ	 		 			\vdash					-		0
#33	Carrier of Choice	<u> </u>	 	 	\vdash									-	0
#34	Network Recording		 		\vdash	\vdash	-	\vdash	L				 -		<u>0</u> 0
#35	Other Miscellaneous Type:		———	 	<u> </u>	<u> </u>	 						 		0
F	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
=			_												
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0 .	0
#36	OTHER CALLS Branding/Database entry		1		Γ		r			T					4
#37	Request Directory Assistance	-		 	 		 						1	\vdash	1 0
1	Test Calls	<u> </u>							-						0
ł	Instructions/General	<u> </u>	 -										10		10
1	Send Information		 	 						\dashv			10		10 0
#41	Billing Question							 					1		1
1	Purchase TTY	\vdash	 	_									2		
1	Referred to LEC												3		3
į .	Wanted Sprint Cust Svc							\vdash		$\neg \neg$			1		1
1	Other									$\neg \neg$			<u> </u>		0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	18	0	18
	NON-STATE REPORTED				لــــــا	<u> </u>									
#46	Request Relay Number												2		2
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	2	0	2
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	4	0	20	0	24
											<u> </u>			•	

ΑZ	Contacts	reported b	y Demarco/Burnett
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LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

МО Contacts reported by Brown

NM Contacts reported by Costello ОН Contacts reported by Cruz

SD Contacts reported by Ezis

ΤX Contacts reported by Behringer

CS Contacts reported by Customer Service Department

Control of the Contro	North Dakota (revised)	ted in the second	****	(entranation)			**************************************	and from the co			مىنىئىت كىكا			in the state of the	<u></u>
	August-00	AZ	FL	LU	MD	MN	МО	NM	NY	ОН	SD	TX	cs	AM	
	COMMENDATION												,		TOTALS
	Agents														0
	Service											ļ		ļ	0
	TOTAL	0	0	0	0	0	0	0	0	0	٥	0	0	0	0
	SERVICE COMPLAINTS	,	,		,		,	,						,	
#00	Answer Wait Time		ļ	L		ļ	ļ	<u> </u>		<u> </u>		ļ	<u> </u>	<u> </u>	0
#01	Dial Out Time		ļ	ļ	<u> </u>			<u> </u>	ļ	ļ		ļ			0
#02	Didn't Follow Database Inst.		ļ	<u> </u>		ļ		ــــــــــــــــــــــــــــــــــــــ				ļ		1	1
#03	Didn't Follow Cust. Instruct.			<u> </u>								L		<u> </u>	00
#04	Didn't Keep Cust. Informed					ļ		<u> </u>			ļ	ļ	ļ		0
#05	Agent Disconnected Caller					ļ							ļ	Ĺ	0
#06	Poor Spelling					ļ	ļ						ļ	ļ	0
#07	Typing Speed/Accuracy					ļ				L			ļ <u>.</u>	<u> </u>	0
#08	Poor Voice Tone						ļ								0
#09	Everything Relayed	ļ													0
#10	HCO Procedures Not Followed		<u> </u>				ļ			ļ				ļ <u>.</u>	0
#11	VCO Procedures Not Followed						ļ						ļ		0
#12	Two-Line VCO Procedures Not Fo						1								0
#13	_		L			ļ	ļ		<u> </u>			<u> </u>			
#14	Feelings Not Described		ļ	<u> </u>		ļ	 		ļ			L	ļ		0
#15	Recording Feature Not Used		<u> </u>			 	ļ		ļ					<u> </u>	0
#16	Noise in Center		L			ļ	ļ		<u> </u>					ļ	0
#17	•		ļ			ļ	<u> </u>								0
#18	Problem Answer Machine			<u> </u>		ļ	ļ		ļ	ļ			ļ		0
#19	Spanish Service														0
#20	Speech to Speech			<u> </u>					L						0
#21	Other Service Type:		ļ			<u> </u>									0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	TECHNICAL COMPLAINTS						.,	,		,		,		,	
	Lost Branding		L	L		ļ						<u> </u>	<u> </u>	1	1
#23	Charged for Local Call								<u> </u>			 	<u> </u>		0
#24	Trouble Linking Up					<u> </u>					1			1	2
#25	Line Disconnected		ļ	L		<u> </u>	ļ							L	0
#26	Garbled Message						ļ		L				ļ		0
#27	Database Not Available		ļ				ļ		ļ			<u> </u>	ļ	ļ	0
#28	Spit Screen					ļ						ļ		igsquare	0
#29	Other Technical Type:						<u> </u>								0
L	TOTAL	0	0	0_	0	0	0	_0	0	0	1	0	0	2	3
4:5-	MISC. COMPLAINTS					T			,				r	, ,	
#30	Rates					}									0
#31	TTY Operator Service	<u> </u>	<u> </u>			<u></u>	<u> </u>								0
#32	900 Number Access	<u> </u>	<u> </u>			ļ	ļ						ļ		0
#33	Carrier of Choice		<u> </u>			ļ									0
#34	Network Recording					-	L								0
#35	Other Miscellaneous Type:					1	1								0
<u> </u>	TOTAL	0	0	0_	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	1	0	0	3	4
	OTHER CALLS														
#36	Branding/Database entry														0
#37	Request Directory Assistance												1		1
#38	Test Calls												3		3
#39	Instructions/General												9		9
#40	Send Information												3		3
#41	Billing Question														0
#42	Purchase TTY												3		3
#43	Referred to LEC												6		6
#44	Wanted Sprint Cust Svc												5		5
#45	Other														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	30	0	30
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	1	0	30	3	34
AZ	Contacts reported by Demarco/Burnett					NY	Contacts				•				<u>*3</u>
FL	Contacts reported by Davis					ОН	Contacts								
	Co					J. 1	Joi reacts	· opoite	a by Gru						

LU Contacts reported by Tillery MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello SD Contacts reported by Ezis

ΤX Contacts reported by Behringer

cs Contacts reported by Customer Service Department

	North Dakota (revised) September-00	AZ	FL	LU	MD	MN	мо	NM	NY	ОН	SD	ТХ	cs	AM	1
	COMMENDATION	_~_	1 16	1 20	1 1110	1 19114	1 1110	1 1444	1 141	1 011	1 30	1 10	1 03	1 7411	TOTALS
	Agents				T	T	1	1	T		5			Γ"	5
	Service					1			1	1				1	0
	TOTAL	0	0	0	0	0	0	0	0	0	5	0	0	0	5
	SERVICE COMPLAINTS														
#00	Answer Wait Time					İ						Ĺ			0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.							<u> </u>	ļ	<u> </u>					0
#03	Didn't Follow Cust, Instruct.		1			<u> </u>		<u> </u>	ļ	<u> </u>		<u> </u>	<u> </u>		0
#04	Didn't Keep Cust. Informed				ļ		<u> </u>	<u> </u>	ļ				<u> </u>	<u> </u>	0
	Agent Disconnected Caller		<u> </u>	<u> </u>			ļ								0
#06	•		ļ		ļ		ļ	ļ	<u> </u>	ļ		ļ	<u> </u>		0
1	Typing Speed/Accuracy		↓	ļ	ļ	<u> </u>	ļ		ļ	ļ		ļ	ļ		0
#08	Poor Voice Tone	<u> </u>	ļ		 _ _		ļ. —		ļ	ļ		<u> </u>	ļ		0
#09	Everything Relayed	<u> </u>	 	 	ļ	-	 	 	 	 		ļ	}	-	0
#10	HCO Procedures Not Followed		 	ļ	ļ		 		 	ļ		ļ	ļ	_	0
#11			ļ	 	_	ļ		<u> </u>	 	├ ──	ļ	 	ļ		0
	Two-Line VCO Procedures Not Fo		 	 	-	 	 		├			 	-	-	0
#13	Background Noise Not Typed Eastings Not Described		 	-	-	 	-	-				-		-	0
i	Feelings Not Described	<u> </u>	 	 	1	 		 		 		 	 	-	0
i .	Recording Feature Not Used Noise in Center	<u> </u>	 	 		-	+		 			 			0
#17			 	 	\vdash		+	-				-	-	 	0
	Problem Answer Machine	 	 	 	 		<u> </u>		 	 		 	 	 	0
#18	Spanish Service	 	 	 	1	 	+	-	 	 	— —	 		 	0
#19	Speech to Speech		┼	 	+-	 	+	-	 	 	 	 		 	0
	Other Service Type:	<u> </u>	 	 	 	 	+		 	 		 	 	 	0
721	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS		, 0	, ,	1								, 0		
#22	Lost Branding		1	T	T	T	1		T	T			1	[0
	Charged for Local Call		 		<u> </u>	† · · · ·	1		 			 			ō
	Trouble Linking Up				 									 	0
1	Line Disconnected				1	 	 					 		<u> </u>	0
#26	Garbled Message		†	 		1	†								0
#27	Database Not Available		 				 					!			0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	В	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS						*		f			•			
#30	Rates				1										0
#31	TTY Operator Service														0
#32	900 Number Access			I	I										0
#33	Carrier of Choice		-												0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	G	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS														
#36	Branding/Database entry		T	T									<u> </u>	<u> </u>	0
#37	Request Directory Assistance												1		1
#38	Test Calls														0
#39	Instructions/General												8		8
#40	Send Information		Ī										1		1
#41	Billing Question														0
#42	Purchase TTY												1		1
#43	Referred to LEC												11		11
t	Wanted Sprint Cust Svc												L		0
#45	Other														0
	TOTAL	0	0	0	0	0	0	0	0	0	٥	0	22	0	22
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	٥	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	0	0	5	0	22	0	27
AZ	Contacts reported by Demarco/Burnett		<u> </u>			NY	Contact		-		<u> </u>			· · · · · ·	
FL	Contacts reported by Davis					ОН	Contacts		-						
111	Contacts reported by Tillen					en.			d by Ex						

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN Contacts reported by Schuh

MO

Contacts reported by Brown Contacts reported by Costello SD

Contacts reported by Ezis

ΤX Contacts reported by Behringer

cs Contacts reported by Customer Service Department

	North Dakota						ex constitution		T	<u> </u>			т	T .	1
	October-00	AZ	FL	LU	MD	MN	МО	NM	NY	ОН	SD	TX	cs	AM	
	COMMENDATION	·		т	Ι	T		T	1	Ι				1	TOTALS
	Agents Service			 -	-	-		 	<u> </u>	-				 	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	<u> </u>	<u> </u>			<u> </u>	<u> </u>	<u> </u>	. · ·		·		<u> </u>		
#00	Answer Wait Time	Ī											T T		0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.		1												1
#03	Didn't Follow Cust, Instruct.														0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller														0
#06	Poor Spelling				<u> </u>										0
#07	Typing Speed/Accuracy						<u> </u>								0
#08	Poor Voice Tone	L			ļ								ļ		0
#09	Everything Relayed			ļ	ļ										0
#10	HCO Procedures Not Followed		ļ				<u> </u>	ļ				<u> </u>			0
#11	VCO Procedures Not Followed			<u> </u>	ļ		<u> </u>	-							0
	Two-Line VCO Procedures Not Fo		ļ	 				ļ	-				-		0
#13	Background Noise Not Typed			<u> </u>									ļ		
#14	Feelings Not Described			 -					<u> </u>			ļ	ļ		0
#15 #16	Recording Feature Not Used Noise in Center					-	 	<u> </u>					-	-	0
			-	-	ļ	ļ			-			 	-		0
#17	Agent Was Rude Problem Answer Machine		-	-		-							-		0
#18 #19	Spanish Service											 			0
#20	Speech to Speech		 										-		0
#21	Other Service Type:		-	-	 	-						 			0
#41	TOTAL	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	TECHNICAL COMPLAINTS		<u>'</u>					<u>.</u>							
#22	Lost Branding				ſ	Ī	F	· · · · · · · · · · · · · · · · · · ·				I			0
#23	Charged for Local Call											<u> </u>			0
#24	Trouble Linking Up											i	· · ·		0
#25	Line Disconnected												i		0
#26	Garbled Message			ļ —	,										0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice													ļ	0
#34	Network Recording			<u> </u>											0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	٥	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	_1_	0	0	0	0	0	0	0	0	0	0	0	1
#20	OTHER CALLS	-							,					,	
#36	Branding/Database entry												1		
#37	Request Directory Assistance														0
	Test Calls												3	<u> </u>	3
				1					<u> </u>				6		6
	Instructions/General									- 1				·	0
#40	Send Information														
#40 #41	Send Information Billing Question												2		2
#40 #41 #42	Send Information Billing Question Purchase TTY												1		2
#40 #41 #42 #43	Send Information Billing Question Purchase TTY Referred to LEC												1		2 1 1
#40 #41 #42 #43 #44	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc												1		2 1 1
#40 #41 #42 #43 #44	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other												1 1		2 1 1 1 0
#40 #41 #42 #43 #44	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other	0	0	0	0	0	0	0	0	0	0	0	1	0	2 1 1 1
#40 #41 #42 #43 #44 #45	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED	0	0	0	0	0	0	0	0	0	0	0	1 1	0	2 1 1 1 0 15
#40 #41 #42 #43 #44 #45	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED Request Relay Number												1 1 1 15		2 1 1 1 0 15
#40 #41 #42 #43 #44 #45	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED Request Relay Number TOTAL	0	0	0	0	O	0	0	0	0	0	0	1 1 1 15	0	2 1 1 1 0 15
#40 #41 #42 #43 #44 #45	Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED Request Relay Number				0	0	0	0		0			1 1 1 15		2 1 1 1 0 15

LU Contacts reported by Tillery MD Contacts reported by Carter

MN Contacts reported by Schuh

MO Contacts reported by Brown

NM Contacts reported by Costello ОН Contacts reported by Cruz \$D Contacts reported by Ezis

ΤX Contacts reported by Behringer

cs Contacts reported by Customer Service Department

<u>A SANTO COMPANS</u>	North Dakota				,		1			1	*		1		1
	November-00	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION						T		γ	ı			r		TOTALS
	Agents		 				 	 	-	-	2	 			2
	Service	_				0	0	0	0	0	2	0	0	0	2
	TOTAL	0	0	0	0										
#00	SERVICE COMPLAINTS Answer Wait Time					T	Ι			_	<u> </u>	T		T	0
#01	Dial Out Time	<u> </u>	 -		 	-	 								0
#02	Didn't Follow Database Inst.		 -	<u> </u>			 								0
#03	Didn't Follow Cust. Instruct.	 	 				<u> </u>	†			·				0
#04	Didn't Keep Cust. Informed			 	 		 								0
#05	Agent Disconnected Caller						1								0
#06	Poor Spelling									_					0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo			<u> </u>					1						1
#13.	Background Noise Not Typed			<u> </u>		ļ							L		0
#14	• • • • • • • • • • • • • • • • • • • •		<u> </u>				ļ								0
í	Recording Feature Not Used				<u> </u>		ļ	ļ				ļ <u> </u>		<u> </u>	0
#16	Noise in Center														0
#17	*	ļ	 				ļ								0
#18	Problem Answer Machine											ļ <u> </u>			0
#19	Spanish Service			<u> </u>		<u> </u>		ļ				<u> </u>			0
#20	Speech to Speech							l			ļ	ļ			0
#21	Other Service Type:			<u> </u>											0
	TOTAL	0	0_	0_	0	0	0	0	1	0	0_	0	0	0	1
#22	TECHNICAL COMPLAINTS	Γ		1		1	T	1							0
#23	Lost Branding Charged for Local Call			 		-	 								0
1	Trouble Linking Up		 	-									-		0
1	Line Disconnected			-											0
1	Garbled Massage														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service						ļ								0
#32	900 Number Access			ļ	<u> </u>										00
#33	Carrier of Choice						ļ								0
#34	Network Recording														0
#35	Other Miscellaneous Type:											_		1	
	TOTAL	0	٥	0	0	0	0	0	0	0	0	0	0		
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	1	0	0	0	0	1	2
400	OTHER CALLS									_					
l .	Branding/Database entry		 -			<u> </u>									
#37	Request Directory Assistance Test Calls		<u> </u>	ļ								ļ		<u> </u>	0
#38	Instructions/General				 	} -	 								0
	Send Information									لـــــا			8		8 1
#41	Billing Question						 						1		<u>1</u>
	Purchase TTY		<u> </u>										3		3
#43	Referred to LEC												6		6
1 .	Wanted Sprint Cust Svc											-			0
1	Other														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	19	0	19
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	0	1	0	2	0	19	1	23
AZ	Contacts reported by Demarco/Burnett						Contact					<u> </u>			<u>-~</u>
FL	Contacts reported by Davis						Contact		-						

LU Contacts reported by Tillery

MD Contacts reported by Carter

MN

Contacts reported by Schuh

МО Contacts reported by Brown

NM Contacts reported by Costello ОН Contacts reported by Cruz SD Contacts reported by Ezis

Contacts reported by Behringer TX

Contacts reported by Customer Service Department cs

	North Dakota	*******	w Minkinson	4	Widow are to			ni Andrés (no m	Attended to the second	are medical	Sec. 2011		ararar ana	ani perapata	<u>an a in Spanisang a</u>
	December-00	AZ	FL	LU	MD	MN	МО	NM	NY	ОН	SD	TX	cs	AM	
	COMMENDATION		,			,		,				,	,	· ·	TOTALS
	Agents	<u> </u>		ļ	ļ		ļ	<u> </u>		 	<u> </u>	<u> </u>	ļ	L	0
	Service			ļ	ļ		<u> </u>	<u> </u>					ļ		0
	TOTA	T 0	0	0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS		- [т	т					T		,		
#00	Answer Wait Time	-	4	 			ļ					 	-		0
#01	Dial Out Time	-	 	 	ļ	-	ļ	<u> </u>	 				 		0
#02 #03	Didn't Follow Database Inst.	-	<u> </u>	<u> </u>	 			\	 			├	 	 	0
#04	Didn't Follow Cust. Instruct.	-	 	 		 	 	 				 	-	 	0
#05	Didn't Keep Cust. Informed Agent Disconnected Caller	-	4	<u> </u>	├	 	-	-	-			 			0
#06	Poor Spelling	-	+	 	 	<u> </u>		 				├		<u> </u>	0
#07	Typing Speed/Accuracy	-		 		-		 							0
#08	Poor Voice Tone		+	 		-	 	-				 	1		0
#09	Everything Relayed	\vdash	+	 	 		 	 						 -	0
#10	HCO Procedures Not Followed	-	+	 			 	 							0
#11	VCO Procedures Not Followed	-	+	 	†		 	 				ł		 	0
	Two-Line VCO Procedures Not Fo		1				<u> </u>		 			 -	 	╆╌┈	0
#13	Background Noise Not Typed		+	 	 				\vdash			-	·	 	0
#14	Feelings Not Described		1	\vdash	†	 	 	 	 			 	 	 	0
#15	Recording Feature Not Used		+	 		1		t	 -			_	 	 	0
#16	Noise in Center		1	†	†		<u> </u>					 			0
#17			1	1	†	†	<u> </u>	 	 				<u> </u>	<u> </u>	0
#18	Problem Answer Machine		1	t	<u> </u>	†	_	 						<u> </u>	0
#19	Spanish Service		1			—						1	 	<u> </u>	0
#20	Speech to Speech		1	 	<u> </u>	 	1						· .		0
#21	Other Service Type:			†				1			1				1
	TOTA	т о	0	0	0	0	0	0.	0	0	1	0	0	0	1
	TECHNICAL COMPLAINTS					-		-					·		
#22	Lost Branding	T]							0
#23	Charged for Local Call		1										Ī	T	0
#24	Trouble Linking Up												2		2
#25	Line Disconnected														0
#26	Garbled Message														0
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTA	r o	0	0	0	0	0	0	0	0	0	0	2	0	2
	MISC. COMPLAINTS			,			,								
#30	Rates		1									ļ			0
#31	TTY Operator Service		↓	L	<u> </u>										0
	900 Number Access		<u> </u>	<u> </u>				<u> </u>				ļ	ļ		0
#33	Carrier of Choice		_	<u> </u>	<u> </u>								<u> </u>		0
#34	Network Recording	⊢	<u> </u>	Ļ	ļ		ļ					ļ			0
#35	Other Miscellaneous Type:		ļ	 											0
	TOTA	T 0	0	0	0	0	0	0	0	0	0	_0	0	0	0
	TOTAL COMPLAINT	S 0	0	0	0	0	0	0	0	0	1	0	2	0	3
	OTHER CALLS			,	,										
#36	Branding/Database entry		<u> </u>												0
	Request Directory Assistance														0
	Test Calis		1												0
	Instructions/General												4		4
	Send Information														0
	Billing Question														0
	Purchase TTY	<u> </u>	ļ												0
	Referred to LEC		↓	<u> </u>									9		9
	Wanted Sprint Cust Svc	<u> </u>	↓												0
#45	Other														0
	TOTA	L O	0	0	0	0	0	0	0	0	0	0	13	0	13
	NON-STATE REPORTED		,												
#46	Request Relay Number	<u> </u>	<u> </u>]					0
	TOTA	L O	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTAC	πо	0	0	0	0	0	0	0	0	1	0	15	0	16
Z	Contacts reported by Paul DeMarco						Contacts	reporte			mas				

FL	Contacts reported by June St Louis-Da
LU	Contacts reported by Beverly Franc
MD	Contacts reported by Bertha Carter
MN	Contacts reported by Joan Schuh
МО	Contacts reported by Lezlee Brown
NM	Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas
OH Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer
CS Contacts reported by Customer Service

	North Dakota (revised) January-01	AZ	FL	LU	MD	MN	МО	NM	NY	ОН	SD	TX	cs	AM	
	COMMENDATION					т -		1				,	-		TOTAL
	Agents		ļ	1_1_	ļ	-	ļ						 	_	1 1
	Service	AL O	-	 	0	0	0	0	0	0	0	0	0	0	1
	SERVICE COMPLAINTS	ALI U	0	11				<u> </u>							<u> </u>
#00	Answer Wait Time		1	T	T	Ι	Τ	T						T	0
#01	Dial Out Time	<u> </u>	<u> </u>	1										1	0
#02	Didn't Follow Database Inst.		1				1					·		1	0
#03	Didn't Follow Cust. Instruct.			1			\vdash								0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller						Ī								0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy		1												1_1
#08	Poor Voice Tone		<u> </u>	<u> </u>										ــــــ	0
#09	Everything Relayed	ļ	<u> </u>	 								ļ		↓	0
#10				ļ	_	ļ	<u> </u>					<u> </u>		ļ	0
#11	VCO Procedures Not Followed	ļ	↓		-		 	ļ				ļ <u>.</u>	<u> </u>	 	0
	Two-Line VCO Procedures Not Fo		1 1		ļ	-	<u> </u>	-				 	_	 	1
#13 #14	Background Noise Not Typed Feelings Not Described		 	 	 	 						├	-	+	0
#14 #15	Recording Feature Not Used	-	 		-							 	 	+	0
	Noise in Center		┼	—	}	 	├	 					 	+	0
#17		-	 	 			 					 	 	+-	0
#18	Problem Answer Machine	-	 	 			 					 	 	 	0
#19	Spanish Service		 	<u> </u>	 	 	 	—				 	 	 	0
#20	Speech to Speech		<u> </u>	 	-		 							 	0
#21	Other Service Type:		2		 									T	2
	TOTA	u o	4	0	0	0	0	0	0	0	0	0	0	0	4
	TECHNICAL COMPLAINTS		•												
#22	Lost Branding														0
#23	Charged for Local Call														0
	Trouble Linking Up		<u> </u>				L								0
#25	Line Disconnected			L									ļ		0
#26	Garbled Message		ļ	L									<u> </u>		0
#27	Database Not Available		ļ	ļ			<u> </u>						ļ	<u> </u>	0
#28	Spit Screen	<u> </u>		L	ļ										0
#29			<u> </u>				-				_				0
	TÓT/	L O	0	0	0	0	0	0	0	0	0	0	0	0	0
#30	MISC. COMPLAINTS Rates		1			l	·			\neg		ι—–	l		0
#31	TTY Operator Service	<u> </u>	-			L									
			1				-			- 1				 	
#32	900 Number Access	-	}												0
	900 Number Access Carrier of Choice	-													
#32 #33 #34															0
#33 # 3 4	Carrier of Choice														0 0
#33 #34	Carrier of Choice Network Recording	AL O	0	0	0	0	0	0	0	0	0	0	0	0	0 0 0
#33 #34	Carrier of Choice Network Recording Other Miscellaneous Type:													7	0 0 0 0 0
#33 #34	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAINT		0 4	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0
#33 #34 #35	Carrier of Choice Network Recording Other Miscellaneous Type:													7	0 0 0 0 0
#33 #34	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS													7	0 0 0 0 0 0
#33 #34 #35 #36 #36	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry													7	0 0 0 0 0 0 0
#33 #34 #35 #36 #37 #38	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #39	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #39 #40	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #39 #40	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #40 #41 #42	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #39 #40 #41 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC													7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #40 #41 #42 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other	0												7	0 0 0 0 0 0 0 4
#33 #34 #35 #36 #37 #38 #40 #41 #42 #43 #44	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTA NON-STATE REPORTED	0	4	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
#33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #44	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTA NON-STATE REPORTED Request Relay Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
#33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #44	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPLAIN OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTA NON-STATE REPORTED	0	4	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

FL	Contacts reported by June St Louis-Da
LU	Contacts reported by Beverly Franc
MD	Contacts reported by Bertha Carter
MN	Contacts reported by Joan Schuh
МО	Contacts reported by Lezlee Brown
NM	Contacts reported by Rebecca Strunk

NY Contacts reported by Sydney Thomas
OH Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer

CS Contacts reported by Customer Service

	North Dakota			T	T	T	T :	F	T				T =:	T	т :	1
	February-01 COMMENDATION		_AZ_	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	CS	AM	TOTALS
	Agents			T	1	1	1	T	T				1	Ī		0
	Service															0
		TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#00	SERVICE COMPLAINTS Answer Wait Time	<u>; </u>			1	F	1		7	·····	· · · · · ·				T	
#01	Dial Out Time				-	 	ļ	 	 					ļ	-	0
#02				 	╂	 		 	 	-				-		0
#03					-	+					-			 		0
#04					-				 					 	 	0
1	•							 							 	0
#06	Poor Spelling			1		 			1							0
#07	Typing Speed/Accuracy				1	1		1			-			1	İ	0
#08	Poor Voice Tone											·			<u> </u>	0
#09	Everything Relayed															0
#10				ļ	<u> </u>										ļ	0
#11	VCO Procedures Not Followed	_		_					ļ						<u> </u>	0
l	Two-Line VCO Procedures Not	FO	1	1_	ļ	ļ		ļ					<u> </u>	ļ	ļ	2
#13	•		<u> </u>	 	├	<u> </u>		 	ļ	<u>. </u>					 	0
1	<u> </u>		<u> </u>	 	 	 		 		-				-	 	0
#15	Noise in Center		 	┼		 		 	-					 	 	0
#17			<u> </u>	 	 			 						 	 	0
#18			<u> </u>	 	 	<u> </u>		 								0
#19	Spanish Service				 	 								†	 	0
#20	Speech to Speech				1											-
#21	Other Service Type:	ļ												1		1
		TOTAL	1	1	0	0	0	0	0	0	0	0	0	1	0	3
	TECHNICAL COMPLAINT	S														
#22																0
#23	Charged for Local Call															0
i	Trouble Linking Up				ļ											0
#25	Line Disconnected				-											0
#26 #27	Garbled Message Database Not Available															0
#28	Spit Screen															0
#29	Other Technical Type:		-													0
		TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS	101712								_ <u>`</u> _						
#30	Rates															
#31																0
<i>n</i> • ·	TTY Operator Service															0
#32	900 Number Access															
#32 #33	900 Number Access Carrier of Choice															0
#32 #33 #34	900 Number Access Carrier of Choice Network Recording															0 0 0
#32 #33 #34	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type:															0 0 0 0
#32 #33 #34	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type:	TOTAL	0	0	O	0	0	0	0	0	0	0	0	0	0	0 0 0
#32 #33 #34	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL			0	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0
#32 #33 #34 #35	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS													1		0 0 0 0 0 0
#32 #33 #34 #35	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry													1		0 0 0 0 0 0 0 3
#32 #33 #34 #35 #36 #37	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance													1 1		0 0 0 0 0 0 0 3
#32 #33 #34 #35 #36 #37 #38	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls													1 1 3		0 0 0 0 0 0 0 3
#32 #33 #34 #35 #36 #37 #38 #39	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General													1 1 3 2		0 0 0 0 0 0 0 3 1 1 1 3 2
#32 #33 #34 #35 #36 #37 #38	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information													1 1 3		0 0 0 0 0 0 0 0 3
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General													1 1 3 2		0 0 0 0 0 0 0 3 1 1 1 3 2 2
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question													1 1 3 2 2 2		0 0 0 0 0 0 0 3 1 1 1 3 2 2 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY													1 1 3 2		0 0 0 0 0 0 0 3 1 1 1 3 2 2 0 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC													1 1 3 2 2 2		0 0 0 0 0 0 0 3 1 1 1 3 2 2 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other													1 1 3 2 2 2		0 0 0 0 0 0 0 3 1 1 1 3 2 2 0 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other	LAINTS	1	1	0	0	0	0	0	0	0	0	0	1 1 3 2 2 5	0	0 0 0 0 0 0 0 3 1 1 1 3 2 2 0 0 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43 #44	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other	LAINTS	1	1	0	0	0	0	0	0	0	0	0	1 1 3 2 2 5	0	0 0 0 0 0 0 0 3 1 1 1 3 2 2 0 0 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43 #44	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other NON-STATE REPORTED Request Relay Number	LAINTS	1	1	0	0	0	0	0	0	0	0	0	1 1 3 2 2 5	0	0 0 0 0 0 0 0 3 1 1 1 3 2 2 0 0 0 5 0
#32 #33 #34 #35 #36 #37 #38 #39 #40 #41 #42 #43 #44	900 Number Access Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL COMPL OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other NON-STATE REPORTED Request Relay Number	TOTAL	0	0	0	0	0	0	0	0	0	0	0	1 1 3 2 2 2 5 5	0	0 0 0 0 0 0 0 3 1 1 1 3 2 2 0 0 0 5 0 0

FL Contacts reported by June St Louis-Davis

LU Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

MN Contacts reported by Joan Schuh

МО Contacts reported by Leziee Brown

NM Contacts reported by Rebecca Strunk ОН Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

ΤX Contacts reported by Sharon Behringer

cs Contacts reported by Customer Service

	North Dakota (revised) March-01	AZ	FL	LU	MD	MN	мо	NM	NY	ОН	SD	TX	cs	AM	1
	COMMENDATION		1			1	1 1110	1 14101						1,44	TOTALS
	Agents			ļ		1					-				1
	Service TOTAL	. 0	0	0	0	1	0	0	0	0	0	0	0	0	1
	SERVICE COMPLAINTS				1 0	<u> </u>			V		<u> </u>				
#00	Answer Wait Time	1	1			T									0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.														0
#04	Didn't Keep Cust. Informed												1		11
#05	Agent Disconnected Caller		<u> </u>	<u> </u>	<u> </u>				_					1	0
1	Poor Spelling		ļ	ļ <u>.</u>								ļ		ļi	0
#07	Typing Speed/Accuracy	L												ļ	0
#08	Poor Voice Tone		 -		 	<u> </u>								├ ──	0
#09	Everything Relayed	-	<u> </u>	 										_	0
#10 #11	VCO Procedures Not Followed VCO Procedures Not Followed			 										 	0
	Two-Line VCO Procedures Not Fo		 	 	-	 			-					 	<u>0</u> 1
#13	Background Noise Not Typed	1	<u> </u>	 	 	 			-					1	0
#14	Feelings Not Described	-		1	 								 	\vdash	0
	Recording Feature Not Used		<u> </u>			†									0
1	Noise in Center		1			1							 		0
#17	Agent Was Rude				1							-			0
#18	Problem Answer Machine														0
#19	Spanish Service														0
#20	Speech to Speech														0
#21	Other Service Type:														0
<u> </u>	TOTAL	. 1	0	0	0	0	0	0	0	0	0	0	1	0	2
	TECHNICAL COMPLAINTS												,		
	-		<u> </u>	 		<u> </u>									0
	Charged for Local Call		ļ	ļ <u>-</u>										 	0
	Trouble Linking Up			├	-										0
	Line Disconnected Garbled Message		}	├──	 									 	0
#27	Database Not Available		 	\vdash											0
#28	Spit Screen	 	 	 											0
#29	Other Technical Type:	—	1	_										 	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	ō
	MISC. COMPLAINTS														
#30	Rates	T													
#31	TTY Operator Service			L	1	l i			ļ					1 1	0
#32															0
#33	900 Number Access														
	Carrier of Choice														0
#34	Carrier of Choice Network Recording														0 0 0
#34	Carrier of Choice Network Recording Other Miscellaneous Type:														0 0 0 0
#34	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0 0 0
#34	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS		0	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0
#34 #35	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS														0 0 0 0 0
#34 #35 #36	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry														0 0 0 0 0 0
#34 #35 #36 #37	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance														0 0 0 0 0 0 0 2
#34 #35 #36 #37 #38	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls												1		0 0 0 0 0 0 0 2
#34 #35 #36 #37 #38 #39	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General														0 0 0 0 0 0 0 2
#34 #35 #36 #37 #38 #39 #40	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information												1		0 0 0 0 0 0 0 2 0 0 0
#34 #35 #36 #37 #38 #39 #40 #41	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question												1		0 0 0 0 0 0 0 2 0 0 0 0
#34 #35 #36 #37 #38 #39 #40 #41 #42	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY												6		0 0 0 0 0 0 0 2 0 0 0 0 0
#34 #35 #36 #37 #38 #39 #40 #41 #42 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC												1		0 0 0 0 0 0 0 2 0 0 0 0 0 0
#34 #35 #36 #37 #38 #39 #40 #41 #42 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC												6		0 0 0 0 0 0 0 2 0 0 0 0 0
#34 #35 #36 #37 #38 #39 #40 #41 #42 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc	1											6		0 0 0 0 0 0 0 2 0 0 0 0 0 0 0
#34 #35 #36 #37 #38 #39 #40 #41 #42 #43	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other	1	0	0	0	0	0	0	0	0	0	0	6	0	0 0 0 0 0 0 0 2 0 0 0 0 0 0 0 0
#36 #36 #37 #38 #39 #40 #41 #42 #43 #44	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other	1	0	0	0	0	0	0	0	0	0	0	6	0	0 0 0 0 0 0 0 2 0 0 0 0 0 0 0 0
#36 #36 #37 #38 #39 #40 #41 #42 #43 #44	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED	0	0	0	0	0	0	0	0	0	0	0	6	0	0 0 0 0 0 0 0 2 0 0 0 6 0 0 0
#36 #36 #37 #38 #39 #40 #41 #42 #43 #44	Carrier of Choice Network Recording Other Miscellaneous Type: TOTAL TOTAL COMPLAINTS OTHER CALLS Branding/Database entry Request Directory Assistance Test Calls Instructions/General Send Information Billing Question Purchase TTY Referred to LEC Wanted Sprint Cust Svc Other TOTAL NON-STATE REPORTED Request Relay Number	0	0	0	0	0	0	0	0	0	0	0	6 4	0	0 0 0 0 0 0 0 2 0 0 0 6 0 0 0 4 0

	, ,
FL	Contacts reported by June St Louis-D
LU	Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

MN Contacts reported by Joan Schuh
MO Contacts reported by Lezlee Brown

NM Contacts reported by Rebecca Strunk

OH Contacts reported by Diana Spencer SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer
CS Contacts reported by Customer Service

and the second	North Dakota	***********		*****				T		· · · · · · · · · · · · · · · · · · ·	r	T			
	April-01	AZ	FL	LU	MD	MN	MO	NM	NY	ОН	SD	TX	cs	AM	<u> </u>
	COMMENDATION	•	1		T	1	1		1			т	Т		TOTALS
	Agents	<u> </u>		ļ	 	 	-	<u> </u>		 		 			0
L	Service TOTAL	0		0	0	0	0	0	0	0	0	0	0	0	0
	SERVICE COMPLAINTS	U	0			1 0		, ,	, 0						
#00	Answer Wait Time		Τ				1	г—	T			T	1	1	0
#01	Dial Out Time		 			<u> </u>	 								0
#02	Didn't Follow Database Inst.	 				 	1	_				 	 		0
#03	Didn't Follow Cust. Instruct.	 					†					†		†	0
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller											Ī			0
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed													ļ	0
#10	HCO Procedures Not Followed							<u> </u>							0
#11	VCO Procedures Not Followed		ļ	<u> </u>		<u> </u>	 							ļ	0
#12	Two-Line VCO Procedures Not Fo	<u> </u>			<u> </u>		├—	ļ				-		 	0
#13	Background Noise Not Typed						 	<u> </u>	<u> </u>			 	 	-	0
#14	Feelings Not Described Recording Feature Not Used	<u> </u>				 	├					 			0
#16	Noise in Center		-			 	 	 	 				 		0
#17	Agent Was Rude		 		-	 	 	 	_		-	 		 	0
#18	Problem Answer Machine		 		-		<u> </u>		-	<u> </u>		 	—	-	0
#19	Spanish Service		 		-		ļ					t			0
#20	Speech to Speech	 					1					-			o
#21	Other Service Type:						†''''								0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up													 	0
#25	Line Disconnected	ļ				ļ	ļ					ļ		ļ	0
#26	Garbied Message				ļ <u> </u>		<u> </u>								0
#27 #28	Database Not Available	-					ļ							 	0
#29	Spit Screen Other Technical Type:						 								0
725	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS	<u> </u>		<u> </u>	<u> </u>				<u> </u>	<u> </u>					
#30	Rates					·									0
#31	TTY Operator Service		-												0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	OTHER CALLS														
	Branding/Database entry											ļ			0
#37	Request Directory Assistance		ļ										1		1
1	Test Calls					ļ	ļ					L	-	 	0
#39	Instructions/General Send Information		ļ								-	L	7	 	7
#41	Billing Question						-								0
	Purchase TTY	 					-					-	1	-	0
	Referred to LEC				<u> </u>								9	\vdash	9
1 .	Wanted Sprint Cust Svc				-										0
	Other						-			\neg				\vdash	0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	18	0	18
	NON-STATE REPORTED														
#46	Request Relay Number														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL CONTACT	0	0	0	0	0	0	٥	0	_0	0	0	18	0	18
AZ	Contacts reported by Paul DeMarco					NY	Contacts								
FL	Contacts reported by June St Louis-Dav	is				ОН	Contacts			-					
								-	-						

LU Contacts reported by Beverly Franc

MD Contacts reported by Bertha Carter

ΜN Contacts reported by Joan Schuh

Contacts reported by Leziee Brown МО

SD Contacts reported by Jenna Ezis

ΤX Contacts reported by Sharon Behringer

cs Contacts reported by Customer Service

AM Contacts reported by Philippe Gallant

NM Contacts reported by Rebecca Strunk

	North Dakota May-01	AZ	FL	LU	MD	MN	МО	NM	NY	ОН	SD	ТХ	cs	AM	1
	COMMENDATION	_~_	1 1.6	,	1 1410	1 19114	_ 1410	1 .444			, 55	,.		1	TOTALS
	Agents	Т	1		1	1	Τ	I	Π	Γ	Γ	Τ	Τ	Т	0
	Service	<u> </u>	 	 	-	-	+	t	_			_	<u> </u>	-	0
	TOTA	0	0	0	0	0	0	0	0	0	0	0	0	0	Ö
	SERVICE COMPLAINTS											<u> </u>			
#00	Answer Wait Time		T	T		T .	т	Τ	T		T	T	T	ī	0
#01	Dial Out Time		1	 	 	 	+		 				† · · ·	 	0
	Didn't Follow Database Inst.	<u> </u>		} -	 -	 	┼	 	 			 	 	 	
#02			├ ──	┼──	 		 	-	├	 	-	┼	├		0
#03	Didn't Follow Cust, Instruct.	-	 	 -	 	-	├	ļ		<u> </u>		┼	-	 	
#04	Didn't Keep Cust, Informed	ļ	—	 			├ ──		 		ļ	┼	-		0
	Agent Disconnected Caller		ļ	 	ļ	<u> </u>		ļ	 	ļ	ļ	 	 	ļ	0
#06	Poor Spelling		<u> </u>	ļ	ļ	ļ <u> </u>	-		ļ				<u> </u>	<u> </u>	0
#07	Typing Speed/Accuracy	<u> </u>	ļ	 	ļ		ļ	ļ	↓			-		_	0
	Poor Voice Tone	<u></u>	<u> </u>	_		ļ	ļ		ļ			 	ļ		_0
#09	Everything Relayed		<u> </u>	 	ļ		1	ļ	ļ	ļ		ļ	_	<u> </u>	0
#10	HCO Procedures Not Followed		ļ	<u> </u>				<u> </u>	ļ			<u> </u>			0
#11	VCO Procedures Not Followed				l		<u> </u>		<u> </u>			ļ		<u> </u>	0
#12	Two-Line VCO Procedures Not Fo	1	l		<u> </u>	1						L			2
#13	Background Noise Not Typed						L								_0
#14	Feelings Not Described						L								0
#15	Recording Feature Not Used			7			1						Ī		0
#16	Noise in Center			1	1										0
#17	Agent Was Rude			 	1							T	1		0
#18	Problem Answer Machine		 	 		1	 			l		<u> </u>		†	ō
#19	Spanish Service	\vdash	 	 	\vdash		 	 	 			 		t	0
#13 #20	Speech to Speech	-	·	 -			 		 			 	-	-	0
			_	 	 	-	 -		 		-	 	 	-	0
#21	Other Service Type:	 	_	 	-	 	-		10	_		-	1		
	TOTAL	1_1_	0	0	0	1	0	0	0		0	0	0	0	2
	TECHNICAL COMPLAINTS	Т	r—		· ·	ı			1	·		_	1	T	
	Lost Branding				 	ļ						├─-	<u> </u>	<u> </u>	0
	Charged for Local Call		<u> </u>		ļ <u> </u>		ļ						!	ļ	0
	Trouble Linking Up	L										<u> </u>		ļ	0
	Line Disconnected	ļ				<u> </u>	<u> </u>		<u> </u>			ļ			0
#26	Garbled Message	<u></u>										<u> </u>	ļ		0
#27	Database Not Available											<u> </u>		!!	0
#28	Spit Screen			l										İ	0
#29	Other Technical Type:												l		0
	TOTAL	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service								1						0
#32	900 Number Access				ĺ										0
#33	Carrier of Choice			T -											-
	Network Recording		-	 -		<u> </u>	 	<u> </u>	t			 			0
	_	—	 	 	 	 	 	-	 			_		 	0
	TOTAL	10	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	5 1	0	0	0	1 1	0	0	0	0	0	0	0	0	2
	OTHER CALLS		,		,								,		
#36	Branding/Database entry												2		2
#37	Request Directory Assistance						L					<u></u>		L	0
#38	Test Calls						L		L				1		1_
#39	Instructions/General												9		9
#40	Send Information					·							1	1	1
#41	Billing Question				t	l —						_	1		1
	Purchase TTY		l		 		 						'		0
	Referred to LEC	—		 	_	-	 		 			 	6		6
	Wanted Sprint Cust Svc	-	 	 		-	 	 	 			 		 	
	Other	 	 	 					 			 	1		
~+ J		-	-	<u> </u>			-		-			-		-	0
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#46	Request Relay Number			_											
¥46	Request Relay Number TOTAL	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0
146			0	0	0	0	0	0	0	0	0	0	0 21	0	0 23

FL	Contacts reported by June St Louis-Da
LU	Contacts reported by Beverly Franc
MD	Contacts reported by Bertha Carter
MN	Contacts reported by Joan Schuh
MO	Contacts reported by Lezlee Brown
NM	Contacts reported by Rebecca Strunk

ОН Contacts reported by Diana Spencer

SD Contacts reported by Jenna Ezis

TX Contacts reported by Sharon Behringer

Contacts reported by Customer Service cs

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 North Dakota Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 100,677 outbound calls on behalf of North Dakota Relay, receiving a total of twenty-five (.025%) customer complaints. All twenty-five complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. Additionally, one complaint was escalated to the FCC. This informal complaint was forwarded to Sprint TRS and the State of North Dakota for further resolutions and additional actions were taken to resolve the complaint.